

Pearson BTEC Level 4 Diploma for Hearing Care Assistant (QCF)

Qualification Number: 601/1840/4

What is the purpose of this qualification?

The BTEC Level 4 Diploma for Hearing Care Assistant provides the underpinning knowledge and skills required by hearing care assistants in order to support customers during and after the hearing aid fitting process.

What does this qualification cover?

This qualification is based on the National Occupational Standards for the audiology industry as defined by Skills for Health in consultation with employers and professional bodies through the Optical Sector Steering Group. The qualification is accredited on the Qualifications and Credit Framework.

Learners will complete the following mandatory units:

- Principles of study skills
- Principles of communication skills for the hearing care assistant
- Anatomy of the ear and the physiology of hearing
- Pathology of the auditory system
- Acoustics and psychoacoustics
- Audiometric examination
- Amplification, hearing aid technology and ear moulds
- Aftercare for hearing aid wearers
- Dealing with customer emergencies
- Audiology services
- Principles and practice of hearing aid fitting

How is the qualification assessed?

Learners will compile a portfolio of evidence demonstrating how they are meeting the required standard.

Who could take this qualification?

This qualification is for all learners aged 16 and above who are capable of reaching the required standard. Learners do not need any prior qualifications, knowledge or experience before starting the qualification. They may be seeking work, or they may already be employed in an audiology role.

What could this qualification lead to?

Learners may wish to advance to more senior roles within the practice and may ultimately progress to becoming a Hearing Aid Dispenser or Hearing Aid Audiologist. Learners may also wish to diversify into other areas of the optical dispensing industry.

In addition, learners could progress on to management qualifications.

Who supports this qualification?

This qualification is supported by the Association of British Dispensing Opticians which is the professional body for dispensing opticians in the United Kingdom.